

P-421/M-89-170EXTENDING TRIAL OFFERING

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Barbara Beerhalter	Chair
Cynthia A. Kitlinski	Commissioner
Norma McKanna	Commissioner
Robert J. O'Keefe	Commissioner
Darrel L. Peterson	Commissioner

In the Matter of Northwestern Bell Telephone
Company's Proposal to Conduct a Trial of
Express Installation Service

ISSUE DATE: October 13, 1989

DOCKET NO. P-421/M-89-170

ORDER EXTENDING TRIAL OFFERING

PROCEDURAL HISTORY

On April 27, 1989 the Commission issued its ORDER AUTHORIZING SIX MONTH TRIAL OF EXPRESS INSTALLATION SERVICE in the above-captioned matter. That Order authorized Northwestern Bell Telephone Company (the Company) to conduct a six-month trial offering of express installation service, called Express Service, in the Twin Cities metropolitan area. Express Service provides same day or next day installation service to residential customers willing to pay a premium for expedited installation.

On September 18, 1989 the Company filed a request to make Express Service a permanent service offering and a request to extend the six-month trial until the Commission took final action on the first request. The Department of Public Service was in the process of examining Express Service as a permanent offering, and the Company anticipated that that examination would extend past the October 17 expiration of the trial offering.

No party opposed the Company's request to extend the trial offering. The matter came before the Commission on October 10, 1989.

FINDINGS AND CONCLUSIONS

The Commission agrees with the Company that it would be in the public interest to extend the trial offering until the Commission has taken final action on the request to make the service permanent. Should the permanent service offering be approved, the extension will have prevented unnecessary customer confusion, employee confusion, and the inefficiency of disrupting, and re-instituting, existing installation procedures.

The Commission will authorize continuation of the trial offering pending final Commission action on the permanent offering proposal.

ORDER

1. Northwestern Bell Telephone Company is authorized to continue its trial offering of Express Service until the Commission has taken action on the Company's request to make Express Service a permanent service offering.
2. This Order shall become effective immediately.

BY ORDER OF THE COMMISSION

Mary Ellen Hennen
Executive Secretary

(S E A L)